



# Civilian Human Resource Management Agency (CHRMA)

## Operational Plan, FY00-01

### Strategic Civilian Work Force



**Corporate Goal 1: Systematic planning that forecasts and achieves the civilian work force necessary to support the Army's mission.**

Supporting Objective	Action	Responsibility	Milestone
<b>1-1. Contingency Operations Support (US, LN, AF, NAF)</b>	1-1a. Recruit civilians for down range positions	1-1a. CPD, CPOC, CPACs	6/1/00
	1-1b. Identify program rqmts to support presence down range	1-1b. CPD	6/1/00
	1-1c. Develop/revise SOP for CPACs to outprocess deployed civilians	1-1c. CPD (PMD, P&E), CPOC	3/1/00
<b>1-2. LN Workforce Vision (AF &amp; NAF)</b>	1-2a. Develop the LN Vision	1-2a. CPD (IPP)	3/31/00
	1-2b. Continue to train & develop LNs for key positions	1-2b. CPD (IPP), HRDD	9/30/00
	1-2c. Work with USAREUR leadership to develop criteria and convert positions from US to LN	1-2c. CPD (IPP), (PMD), (P&E), CPACs	9/30/00
	1-2d. Develop recruitment plan linked to mission needs and availability of LN workforce	1-2d. CPD (IPP)	6/30/00



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Supporting Objective	Action	Responsibility	Milestone
<b>1-3 US Workforce Vision (AF&amp; NAF)</b>	1-3a. Improve U.S. applicant pool quality & workforce diversity	1-3a. CPD, CPOC	Thru FY01
	1-3a(1). Develop recruitment plan linked to mission needs, 5 year rotation, diversity of USAREUR workforce	1-3a(1). CPD, CPOC	3/31/00
	1-3a(2). Identify hard-to-fill & build an inventory for hard-to-fill positions	1-3a(2). CPD, CPOC	3/31/00
	1-3a(3). Conduct a targeted CONUS recruitment trip	1-3a(3). CPD	6/30/00
	1-3b. Explore internet recruitment methods used by both federal & non-federal employers. Take the best ideas and incorporate into CHRMA web page.	1-3b. CPD (HRMIS, P&E)	4/31/00
	1-3c. Improve RESUMIX business processes	1-3c. CPD (HRMIS), CPOC	6/30/00
<b>1-4. HQDA Strategic Planning Support</b>	1-4a. Participate in APMS XXI, CPMS XXI & USAREUR strategic planning efforts	1-4a. CPD (P&E)	Thru FY01
	1-4b. Continue to recruit & staff fully and consistently to execute civilian work years	1-4b. All	Thru FY01



## CHRNA Operational Plan, FY00-01

### Competitive and Responsive Civilian Human Resource Programs



**Corporate Goal 2: Technology and business management tools and techniques that provide the best, most accessible, and lowest cost Civilian Human Resource products and services.**

Supporting Objective	Action	Responsibility	Milestone
<b>2-1. Customer Satisfaction</b>	2-1a. Provide communications with customers through web pages, newsletters, e-mail, etc. using clear, focused language.	2-1a. CPD (HRMIS) w/ (P&E) assist, CPOC, CPACs	9/30/00
	2-1b. Develop & deliver tools and training programs for supervisors and organizational POCs, covering US/LN/NAF HRM policies, procedures, and automation tools.	2-1b. CPD (HRMIS) w/ (P&E)/(HRDD) assist, CPOC, CPACs	9/30/00
	2-1c. Market our successes.	2-1c. CPD, CPOC, CPACs	On-going
<b>2-2. Product Improvement Strategies</b>	2-2a Decrease multiple referral list requests for a single vacancy	2-2a. CPOC	6/30/00
	2-2b. Actively seek customer input to improve CHRNA business products & services	2-2b. All	On-going
	2-2c. Leverage technology to improve quality of product delivery	2-2c. CPD (HRMIS), (P&E), CPOC, CPACs	Thru FY01
	2-2d. Execute quality control audits of personnel action processing & DCPDS data base maintenance	2-2d. CPOC w/ CPD (HRMIS) assist	On-going
	2-2e. Divest non-core missions	2-2e. CPD, CPOC, CPACs	9/30/00
	2-2f. Develop standardized PDs and KSAs and market	2-2f. CPOC, CPACs, CPD	7/31/00

HQ USAREUR  
ODCSPEP, Civilian Personnel Directorate

8 October 1999



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Supporting Objective	Action	Responsibility	Milestone
<b>2-3. Plan For and Deploy the Modern System</b>	2-3a. Build hardware infrastructure to support Modern System	2-3a. CPD (HRMIS) w/ 5 <sup>th</sup> Signal, Regionalization Office	9/1/00
	2-3b. Develop CHRNA Modern System Implementation Plan based on Modern System Project Management Plan	2-3b. CPD (HRMIS), (P&E)	11/30/99
	2-3c. Develop & implement resourcing strategy	2-3c. CPD (HRMIS), (MOD)	3/31/00
	2-3d. Train CPOC, CPACs, CPD & managers on use of Modern System	2-3d. CPOC (HRDD) & CPD (P&E), All	8/31/00 and continuous
	2-3e. Market Modern System	2-3e. CPD (HRMIS, P&E), All	11/1/99 and continuing
	2-3f. Assist DA in development of LN & NAF planned program upgrades	2-3f. CPD (P&E, IPP, NAF)	6/30/00



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<b>2-4. Business Process Improvements</b>	2-4a. Automate in-processing package	2-4a. CPOC, CPD (P&E), (HRMIS), CPACs	12/31/99
	2-4b. Complete FASCLAS and export to managers	2-4b. CPOC, HRMIS	5/1/00
	2-4c. Conduct review of policies/procedures to find ways to streamline business processes (e.g., SLP, delegation of classification, preferences, etc.).	2-4c. CPD (PMD)	9/30/00
	2-4d. Provide tools (e.g., OJT/rotational training, SOPs, etc.) for CPACs to help deliver quality products.	2-4d. CPD (P&E) lead, all CPD assist	9/30/00
	2-4e. Standardize business processes across CHRNA IAW Army BPMs and approved task list	2-4e. CPD (P&E), (PMD)	12/31/99
	2-4f. Close small branch offices and realign resources	2-4f. CPD (P&E) w/ all CPD assist	thru FY01
	2-4g. Use Reinvention authorities to improve product & service delivery	2-4g. CPD (P&E), (PMD)	thru FY01



## CHRMA Operational Plan, FY00-01

### Skilled and Adaptive Civilian Human Resource Professionals



**Corporate Goal 3: Civilian Human Resource professionals who are customer-focused and who have the competence, support, and motivation to meet the challenges of constantly changing and increasing expectations.**

Supporting Objective	Action	Responsibility	Milestone
<b>3-1. CHRMA: One Team, One Focus</b>	3-1a. Complete follow-on CHRMA Climate Survey.	3-1a. CPD	3/31/00
	3-1b. Partner (e.g., Process Action Teams, employee interchanges, issues-oriented workshops, etc) to improve customer service.	3-1b. CPD, CPOC, CPACs	On-going
	3-1c. Clarify missions and functions for CPACs/CPOC IAW task lists/BPMs.	3-1c. CPD, CPOC, CPACs	6/30/00
<b>3-2. Care for and about our people through--</b> <ul style="list-style-type: none"><li>• <b>Equitable distribution of work</b></li><li>• <b>Employee recognition</b></li><li>• <b>Development of career paths</b></li><li>• <b>Improved quality of work life</b></li><li>• <b>Improved communications within CHRMA</b></li></ul>	3-2a. Provide training on: <ul style="list-style-type: none"><li>• Stress mgmt</li><li>• Project mgmt</li><li>• Time mgmt</li><li>• Decision-making</li><li>• Use of technology to better manage information and improve communications</li></ul>	3-2a. CPD Lead	thru FY01
	3-2b. Develop & deliver "How to be a Good CHRMA Staff Action Officer" Course	3-2b. CPD (P&E), (PMD), (IPP)	9/30/00



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Supporting Objective	Action	Responsibility	Milestone
	3-2c. Supervisors work with own staff to define, review and improve quality of work life.	3-2c. All	thru FY01
	3-2d. Build strategies to improve career development opportunities for CHRMA employees.	3-2d. CPD	9/30/00
<b>3-3. Emphasize CHRMA employee development &amp; training</b>	3-3a. Provide functional & automation training to CHRMA personnel.	3-3a. CPD (PMD), (P&E), (HRMIS), CPACs, CPOC	9/30/00
	3-3b. Develop concept plan & establish "Centers of Excellence" at selected CPAC sites (e.g., US MER, US Staffing, LN staffing, benefits, etc.)	3-3b. CPD (P&E), CPACs	thru FY01
	3-3c. Establish CPOC pool of trained GS-203s	3-3c. CPOC	thru FY01